Application No.: 10/083,263

## AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application.

## LISTING OF CLAIMS:

1. (Currently Amended) A customer satisfaction system, comprising:

a query module for automatically sending queries to customers as to problems with goods or services provided by a provider according to a predetermined schedule and for receiving responses from customers to the queries, wherein a query includes a user interface for receiving responses input from a customer;

an analysis module for analyzing responses from customers to identify a customer problem, for sending the identified customer problem to a problem solver module for resolution by a problem solver, and for tracking status of the identified customer problem; and

at least one problem solver module for receiving an identified customer problems from the analysis module, for transmitting the identified customer problem to a problem solver, for responding to customer problems, for generating receiving a solutions to the identified customer problem from the problem solvers, and for transmitting the solution solutions to customersthe customer;

wherein, upon transmission of a the solution to a the identified customer problem to a the customer, the problem solver module notifies the analysis module of the solution and the analysis module causes the query module to send a query to the customer requesting verification that the problem has been solved.

2. (Original) The system of claim 1, further comprising a memory for storing a copy of each query sent, response received, problem identified and solution generated.

3. (Original) The system of claim 2, further comprising a report generator module for generating a report of queries sent, responses received, problems identified and solutions generated.

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4.      (Original)    The system of claim 1, wherein the query module sends queries via e-mail and receives responses via e-mail.

5.      (Currently Amended)    The system of claim 1, wherein the analysis module includes a pattern recognition system for analyzing customer ~~problems~~responses.

6.      (Original)    The system of claim 3, wherein the report generator module includes a problem reporting module and a customer relationship management database.

7.      (Original)    The system of claim 5, further comprising an account activity module including records of customer account activity for storing a record of customer queries, customer responses, customer problems and solutions.

8.      (Original)    The system of claim 1, wherein the predetermined schedule comprises once a month.

9.      (Original)    The system of claim 1, wherein the predetermined schedule comprises once a week.

Claims 10 - 18. (Cancelled).

19.      (Previously Presented)    The system of claim 1, wherein, the analysis module, responsive to a response from the customer verifying that the problem has been solved, for closing the identified customer problem.

20.      (Previously Presented)    The system of claim 1, wherein, the analysis module, responsive to a response from the customer that the problem has not been solved, opens a new customer problem.

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